

RETURN POLICY



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Dream Team Car, Outback Import, N4 Offroad sont des marques et société appartenant au Groupe Dream Team.



Any return request that does not comply with this policy will not be considered or processed

Return request



You have **15 days** after shipment to request a return authorization with the completed form. Once the authorization is obtained, you have an additional **15 days** to complete the physical return.
All returns are at the customer's expense and will incur a standard 15% deduction.

Return authorization



YES

- The return authorization must be clearly visible on the package or pallet upon receipt.
- The product must be returned in its original, intact packaging, along with all accessories, manuals, and items provided at the time of delivery. It must be in perfect condition, with no signs of use, installation, or damage.
- The product must be protected with a shipping box to prevent any damage to the item and its original packaging.



NO

- Any request that does not meet the following conditions will be refused:
- Return made after the deadline
 - Goods shipped without packaging or in damaged packaging
 - Parts specially ordered at the customer's request

Return receipt



Compliant Goods :

If the returned goods are compliant, you may choose one of the following options:

- Product replacement
- Credit note
- The credit applies only to the price of the parts at the time of purchase.



Non-Conforming Goods:

If the returned goods are non-conforming, you may choose one of the following options:

- Retrieve the parts after paying the return shipping costs
- Do not retrieve the parts and accept their permanent loss

No parts will be stored more than 7 days after notification of the goods' rejection. After this period, they will be destroyed.